

FIGURE 1

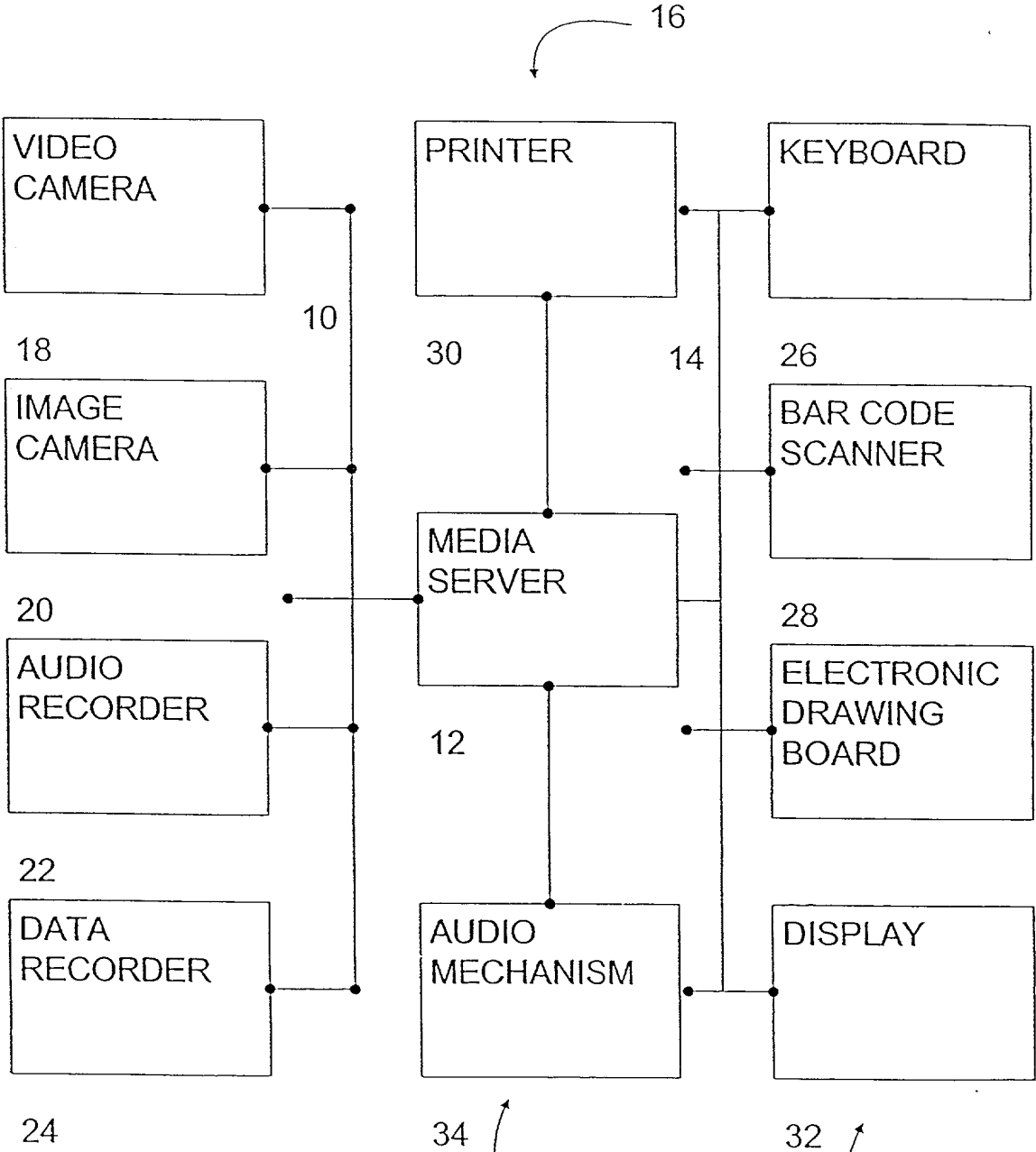


FIGURE 2

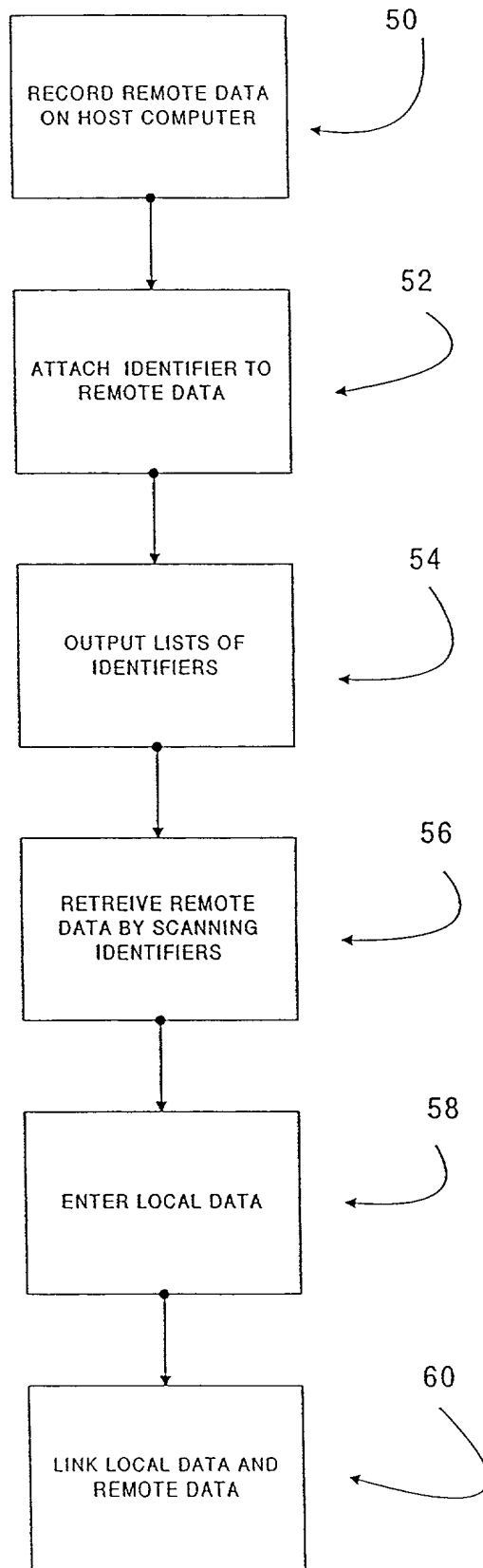


FIGURE 3









	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION

FIGURE 4

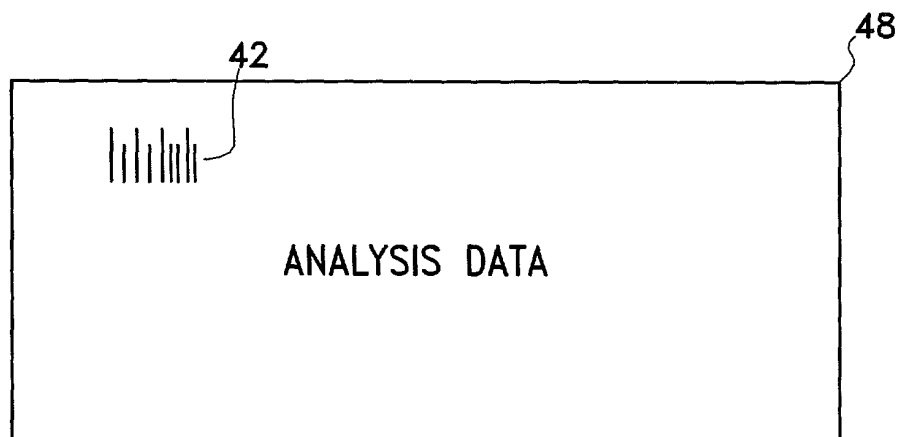


FIGURE 5

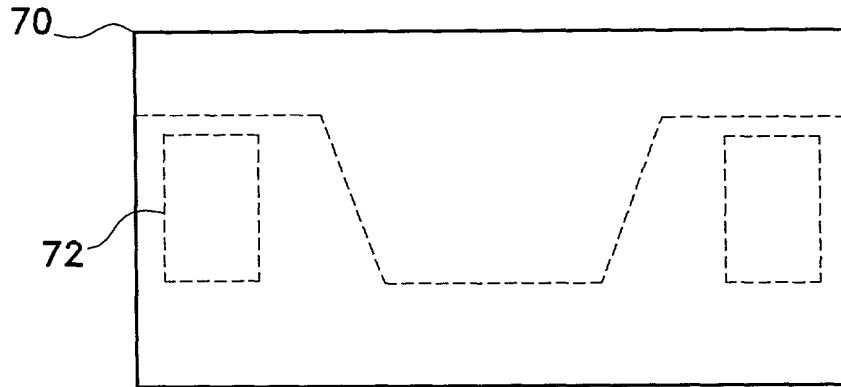


FIGURE 6

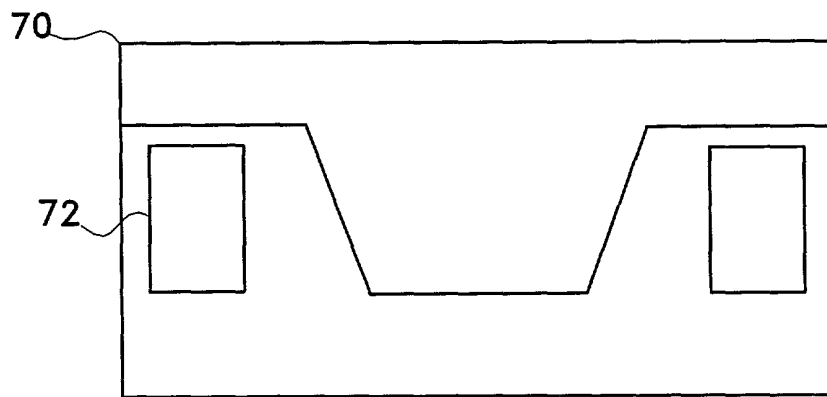


FIGURE 7

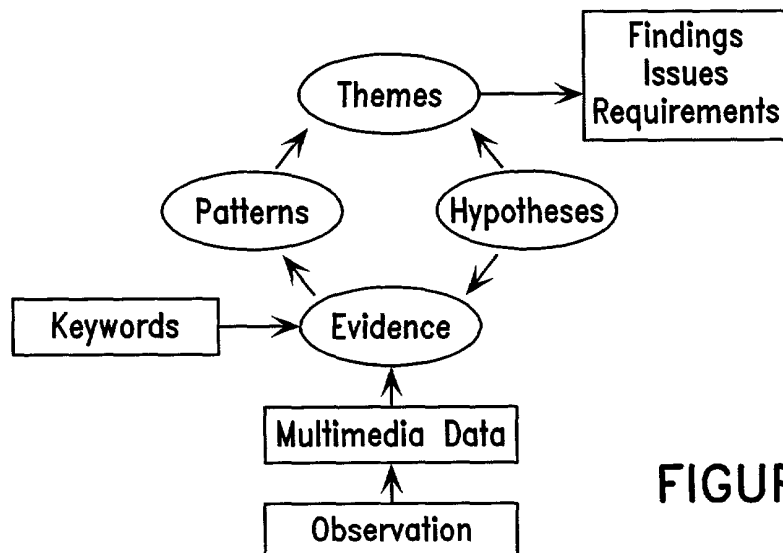


FIGURE 8

### Themes

Contribution to  
Knowledge  
System

### Findings, Issues, Requirements

Issue: People will share knowledge  
if they know who is using it.  
Requirement: Feedback mechanisms  
are needed to enhance sharing.

### Hypotheses

People have no time to  
contribute to knowledge  
repositories.

### Patterns

People spend large  
amounts of time sharing  
knowledge via email  
and phone.

### Evidence

Joe Smith: "I don't have any time to contribute."  
Joe Smith: "I spend about 8 hrs/wk helping others."

FIGURE 9

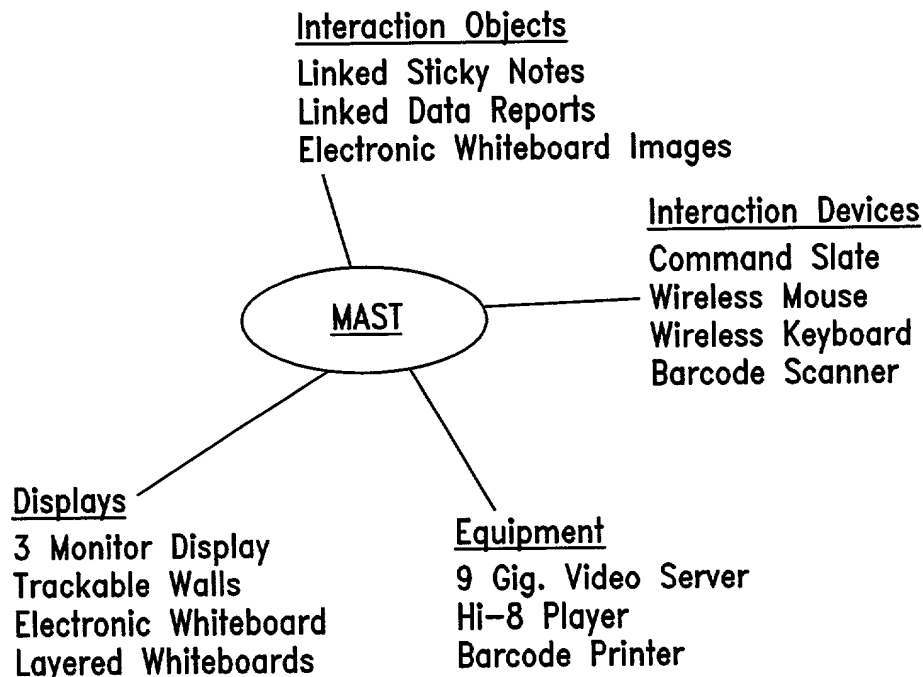


FIGURE 10

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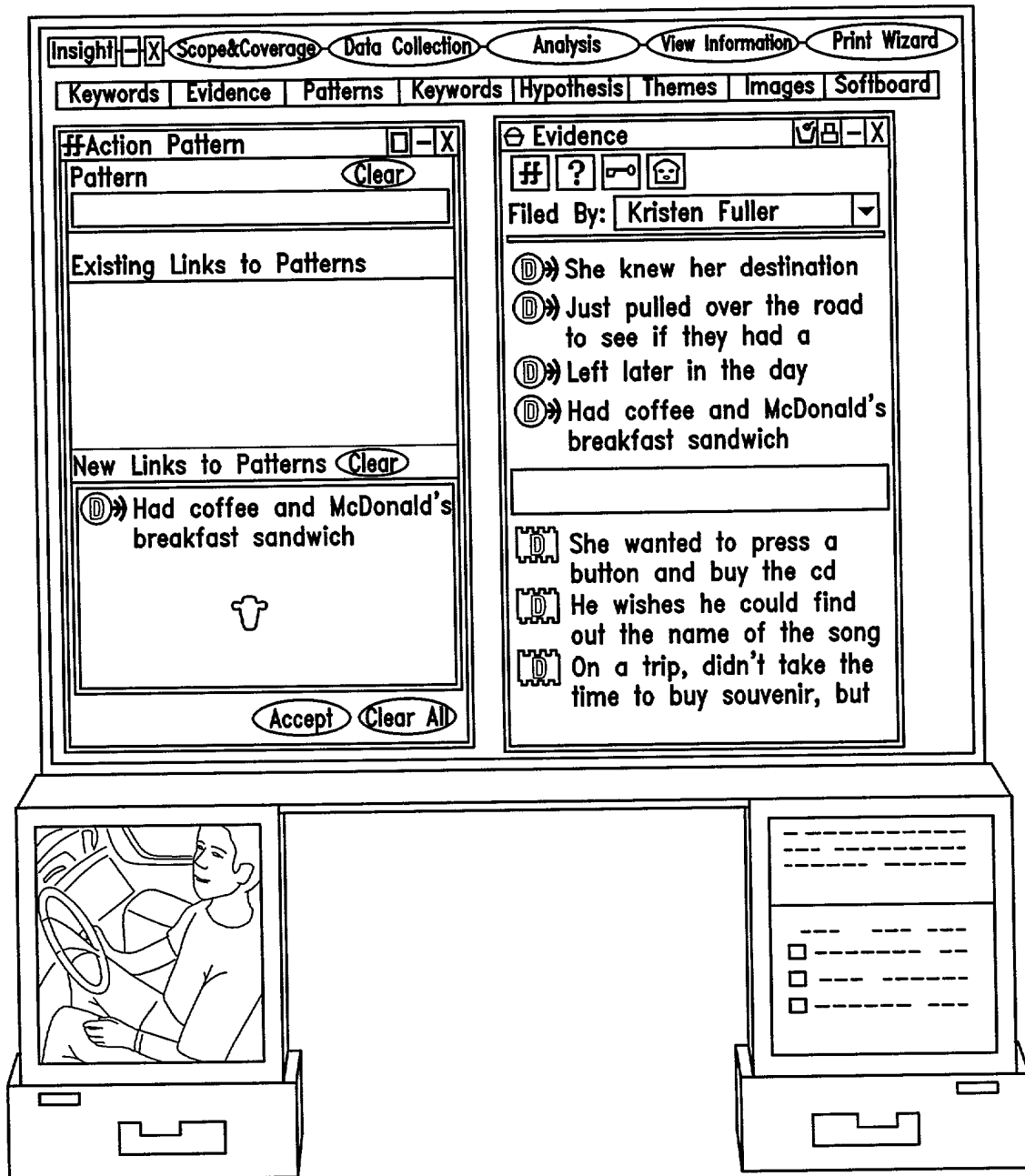
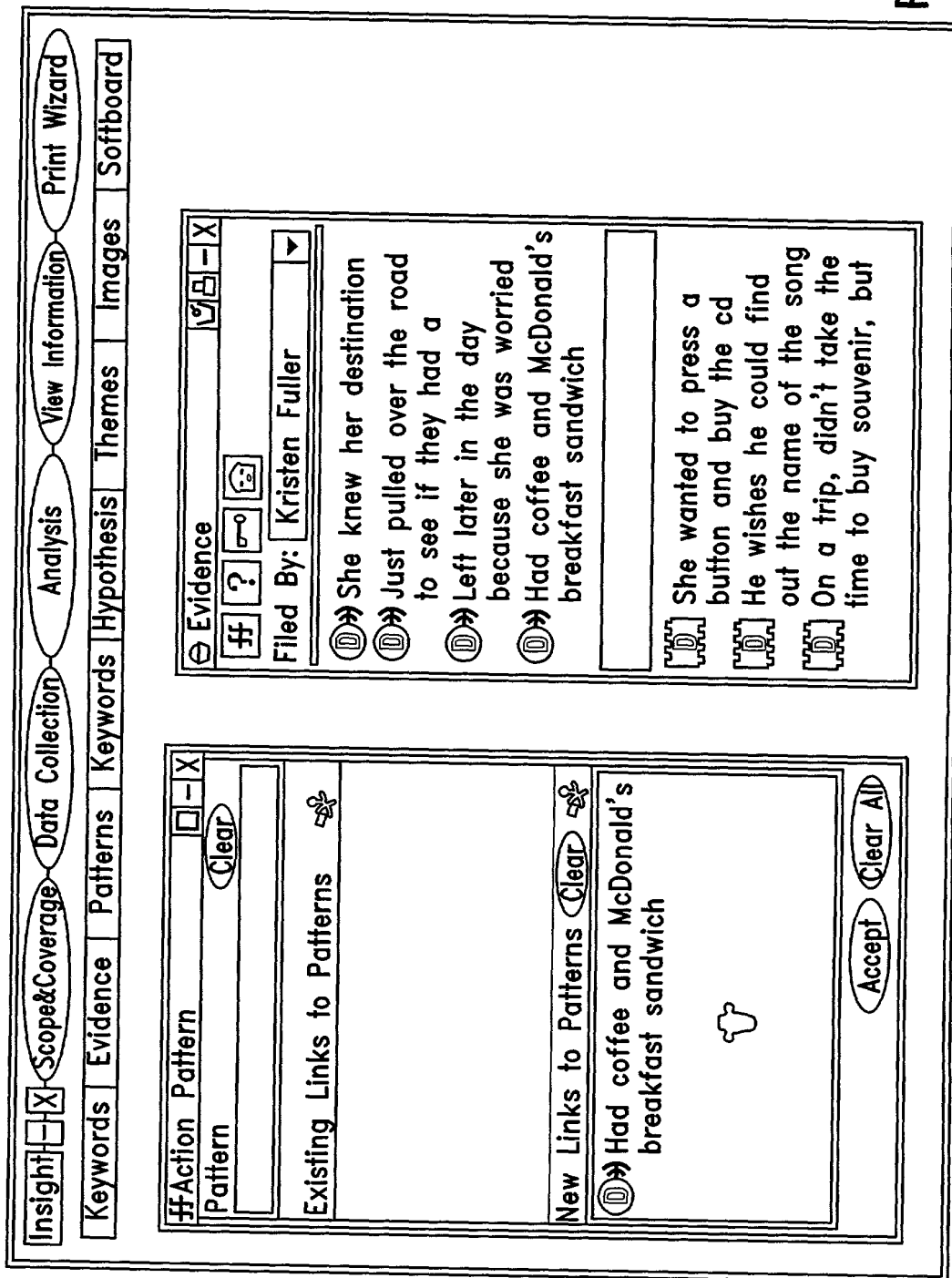


FIGURE 11



**FIGURE 12**



Pattern		-X
Impulse purchases while in the car are not being taken advantage of		
Links to...		
ⓓ➡	Left later in the day because she was worried about	
ⓓ➡	Had coffee and McDonald's breakfast sandwich	
ⓓ	She wanted to press a button and buy the cd from th	
ⓓ	He wishes he could find out the name of a song on t	
ⓓ	On a trip, didn't take the time to buy souvenir, but w	

FIGURE 13

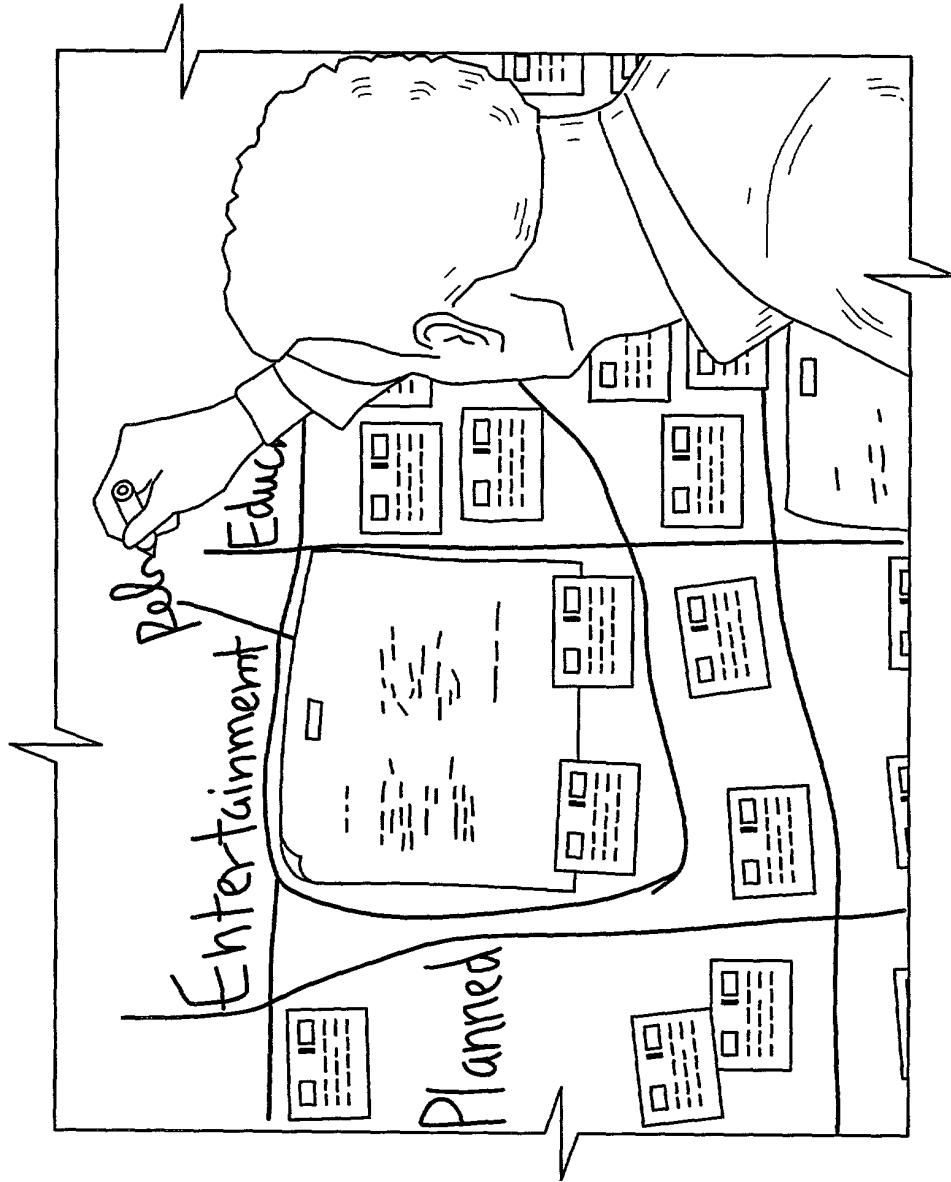


FIGURE 14

FIGURE 14